

Owners bulletin 2021

Welcome to our news bulletin for owners who receive a factoring service from Horizon Housing Association. We hope you find this information useful. If you are interested to hear more about Horizon, our services or anything else, please get in touch.

You can contact us by emailing e-mail@horizonhousing.org or calling 0330 303 0089.

Covid19 update

Since March 2020, we've been continuing to deliver key services to you and our tenants in line with government guidelines. It's not always been plain sailing, but we've always made sure staff who are out and about have sufficient personal protective equipment, such as gloves and masks. It also meant a different way of working for our estates, in-house maintenance and painter teams. Initially, they were only able to work outside but, gradually, have been able to attend jobs inside homes, all while following strict health and safety measures.

Most of our staff have been working from home and we've made sure they have access to the right systems and equipment, including setting up phone line diversions to mobile phones and laptops, so they can continue to provide excellent services and provide support to customers who need it most.



Due to additional restrictions put in place by the Scottish Government in January 2021, we have reviewed our working practices in line with guidance and to protect our staff and residents. You will have noticed our teams in your area with a focus on regularly cleaning touch points and ensuring closes remain safe.

Factoring Charges

- **Six monthly invoices**

You will find enclosed your 6 monthly invoice for your share of any communal repairs that were carried out during the period April- September 2020 along with any outstanding amounts you owe us. The share that you need to pay is set out in your deeds of conditions and was explained in the leaflet that we send you in February 2020. You can also find more details on our website:

<https://www.horizonhousing.org/owners/property-factoring/>.

We will send you a statement, even if no repairs were carried out. If you live in a block of flats you will have a cyclical fund to pay for these repairs and this invoice will show you the amount taken and the current amount in your cyclical fund.

- **Statement of account**

We have also enclosed a statement of account detailing your monthly charges paid from April to November 2020. If you have any questions about this, please contact us by email on e-mail@horizonhousing.org or phone us 0330 303 0089. If you require a statement throughout the year, you can simply contact us and we will provide you with your latest statement.

- **Insurance**

In line with your deeds of conditions, Horizon organises block buildings insurance. If you live in a flat you cannot opt out this insurance, nor can you if you are a sharing owner. Other owners can opt out on the condition that you supply us with details of your insurance by the end of March each year. If you are covered by our insurance, we have enclosed a summary of this cover provided by AVID insurance. If you wish to make a claim against this policy please, as a first step, email us at e-mail@horizonhousing.org or call on 0330 303 0089.

Beat the chill with funding and support from Home Energy Scotland

If you're worried about your bills, or if your home is cold and difficult to heat, Home Energy Scotland can help you access funding and support to improve the energy efficiency of your property.

Home Energy Scotland is an energy advice service funded by the Scottish Government that provides free, impartial advice to help people stay in control of energy use and save money on their bills. The service has no affiliation with energy suppliers and the team never cold call.



Home Energy Scotland can help in a range of ways including:

- Help with funding and grants available for new boilers, insulation and heating systems
- Advisors can check eligibility for discounts from energy suppliers
- Help with making sure you are getting the best energy deal
- Support for households with prepayment meters who are worried about topping up

Warmer Homes Scotland scheme gets funding boost to help green recovery



The Warmer Homes Scotland scheme is open and helping Scots who are struggling to heat their home. The Scottish Government increased the scheme budget in September to help support a 'green recovery' from the coronavirus pandemic.

Almost 20,000 Scottish households have already benefitted since the scheme launched in 2015. They've had help to fund energy saving home improvements like new boilers, central heating, wall and loft insulation, draught-proofing and even home renewable systems. After support from Warmer Homes Scotland, homes are on average 20% more energy efficient, with households saving an average £300 per year on their energy bills.

To find out more, call Home Energy Scotland free on 0808 808 2282. They're open Monday –Friday 8am –8pm.

Satisfaction survey

Our latest satisfaction survey was carried out in April 2020. In total, 15 owners have responded to our survey.

Performance	2018/19 Horizon	2019/20 Horizon	Scottish Average	How are we doing?
% of factored owners satisfied with the factoring	57.14%	26.67%	66.84%	

We were disappointed that satisfaction with our factoring service dropped so significantly. We reviewed our charges for the first time in many years and now recharge what it costs to deliver the service. This may have contributed to poor satisfaction levels but we are also aware that our communications and our maintenance service for factored owners could be improved and we are working on this in 2021/22. Please contact us if you have suggestions of how to improve our services and communication to you.

More detailed information on our performance can be found on our website. You can find out about the Charter at <https://www.gov.scot/publications/scottish-social-housing-charter-april-2017/> and visit the SHR website to find out more about Horizon and how we compare with other landlords <https://www.housingregulator.gov.scot/landlord-performance>

Having your say

We want to ensure that owners have a voice and can make their views known.

- **Owners meetings** – We will hold annual meetings in February with owners in each estate to discuss the service and any proposed changes to charges. These meetings will take place virtually if the restrictions continue to remain in place. We are happy to meet with you or your neighbours at other times during the year. Please just let us know.
- **Estate events** – we will make sure that owners are invited along to any events that we hold our estates such as T in the car park (we hope to re-instate these visits once restrictions are lifted) and annual estate visits.
- **Owners e-forum:** An initial meeting with owners was organised in September 2020. We would like to organise another session and will provide technical support to



help you join the meeting. If you would be interested in attending, please contact us.

Would you rather receive communications from us by email?

If so, please simply email us with your name, address and email address.



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E: e-mail@horizonhousing.org

W: www.horizonhousing.org

Opening hours

Monday, Tuesday, Thursday: 9am-5pm

Wednesday: 10am-5pm

Friday: 9am-4pm